



**MARJORIE KELLY**  
Interim Director

# **County of Los Angeles**

## **DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

425 Shatto Place -- Los Angeles, California 90020  
(213) 351-5602

February 5, 2003

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

Dear Supervisors:

**REQUEST FOR APPROVAL FOR THIRTY-SEVEN ORDINANCED ITEMS TO  
REPLACE CONTRACT COMPUTER ASSISTANCE TECHNICIANS (CAT)  
PERSONNEL  
(ALL SUPERVISORIAL DISTRICTS)  
(3 VOTES)**

**IT IS RECOMMENDED THAT YOUR BOARD:**

1. Approve interim ordinance authority pursuant to County Code Section 6.06.020 for nine (9) Data Systems Analyst Is (DSA I), seventeen (17) Data Systems Analyst IIs (DSA II), four (4) Data Systems Coordinators (DSC), five (5) Data System Supervisor Is (DSS I), one (1) Data System Supervisor II (DSS II), and one (1) Data System Supervisor III (DSS III) to enable the Department of Children and Family Services (DCFS) to begin migrating the CAT function from contract to in-house staff; and authorize the Department of Children and Family Services (DCFS) to fill the positions beginning March , 2003. Although the FY 2002-03 Adopted Budget contains sufficient funding, an appropriation adjustment is required to transfer the appropriation from Services and Supplies (S&S) to Salaries and Employee Benefits (S&EB). In FY 2002-03, the estimated savings resulting from this migration is \$722,119 gross and \$93,875 in net County Cost.
2. Approve the attached Request for Appropriation Adjustment (Attachment 1) for FY 2002-03 to transfer \$416,000 from S&S to S&EB.

Board of Supervisors

**GLORIA MOLINA**  
First District

**YVONNE BRATHWAITE BURKE**  
Second District

**ZEV YAROSLAVSKY**  
Third District

**DON KNABE**  
Fourth District

**MICHAEL D. ANTONOVICH**  
Fifth District



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DON KNABE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

November 26, 2002

**ADOPTED**  
BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

31 \*

DEC 17 2002

*Violet Varona-Lukens*  
VIOLET VARONA-LUKENS  
EXECUTIVE OFFICER

Dear Supervisors:

## REQUEST FOR APPROVAL OF THREE AMENDMENTS WITH THREE VENDORS FOR COMPUTER ASSISTANCE TECHNICIAN SERVICES (CATS) (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)

CIO RECOMMENDATION: APPROVE ( X ) APPROVE WITH MODIFICATION ( )  
DISAPPROVE ( )

### IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and instruct the Chair to execute Amendment Two to Agreement Number 72542 and extend the expiration date of the CATS Agreement with Spherion Pacific Enterprises LLC (Spherion), for a period of six months from January 1, 2003 through June 30, 2003. The Maximum Contract Sum for Amendment Two is \$585,648 and is funded at 55% (\$322,106) Federal, 32% (\$187,407) State, and 13% (\$76,134) County funds. Funding is included in the FY 2002-03 Adopted Budget.
2. Approve and instruct the Chair to execute Amendment Three to Agreement Number 72543 and extend the expiration date of the CATS Agreement with Richard Fu (Fu), for a period of six months from January 1, 2003 through June 30, 2003. The Maximum Contract Sum for Amendment Three is \$358,440 and is funded at 55% (\$197,142) Federal, 32% (\$114,701) State, and 13% (\$46,597) County funds. Funding is included in the FY 2002-03 Adopted Budget.



3. Approve and instruct the Chair to execute Amendment Two to Agreement Number 72545 and extend the expiration date of the CATS Agreement with IsComp Systems Inc. (IsComp), for a period of six months from January 1, 2003 through June 30, 2003. The Maximum Contract Sum for Amendment Two is \$472,104 and is funded at 55% (\$259,657) Federal, 32% (\$151,073) State, and 13% (\$61,374) County funds. Funding is included in the FY 2002-03 Adopted Budget.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTIONS**

The purpose of the amendments as stated in recommended actions numbers 1, 2, and 3 is to provide a short-term solution to the department's on-going, on-site computer application support needs. To provide a long-term solution, DCFS reviewed various business options and determined that transitioning from contractor provided services to use of in-house staff is the most cost-effective solution. Extensions of the current Agreements will ensure continuity of services until such time as the transition of these responsibilities to in-house staff is accomplished.

### **Implementation of Strategic Plan Goals**

The recommended actions are consistent with the principles of the Countywide Strategic Plan Goals as they increase DCFS Children's Social Workers usage of the statewide mandated Child Welfare Services/Case Management System (CWS/CMS) and other County computer applications (Goal #1-Service Excellence, Strategy #2-Design Seamless "One County" Service Delivery Systems); increase consistency and level of computer support staff's and Children's Social Workers' technical skills (Goal #2-Workforce Excellence, Strategy #1-Recruit, develop and retain dedicated and productive employees); improve Children's Social Workers' effectiveness through use of technology (Goal #3-Organizational Effectiveness, Strategy #2-Improve Internal Operations); and efficiently resolve information technology problems to ensure Children's Social Workers and other County department approved workers' access to CWS/CMS, and other integrated service computer applications (Goal #5-Children and Families' Well-Being, Strategy #1-Coordinate, Collaborate and Integrate Services for Children and Families Across Functional and Jurisdictional Boundaries).

### **FISCAL IMPACT/FINANCING**

#### **Agreement Number 72542 (Spherion)**

The Maximum Contract Sum for Amendment Two is \$585,648 and is funded at 55% (\$322,106) Federal, 32% (\$187,407) State, and 13% (\$76,134) County funds. Funding is included in the FY 2002-03 Adopted Budget.



Agreement Number 72543 (Fu)

The Maximum Contract Sum for Amendment Three is \$358,440 and is funded at 55% (\$197,142) Federal, 32% (\$114,701) State, and 13% (\$46,597) County funds. Funding is included in the FY 2002-03 Adopted Budget.

Agreement Number 72545 (IsComp)

The Maximum Contract Sum for Amendment Two is \$472,104 and is funded at 55% (\$259,657) Federal, 32% (\$151,073) State, and 13% (\$61,374) County funds. Funding is included in the FY 2002-03 Adopted Budget.

The performance of services under these Agreements is contingent upon receipt of State and Federal funding approval.

There is no negative fiscal impact resulting from the extension and/or execution of these Agreements. However, non-approval of the Amendments will greatly increase the possibility of disruption in use of CWS/CMS by Children Social Workers and could result in a significant reduction in the quality of service provided by DCFS.

**FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

On December 7, 1999, your Board approved Agreement Number 72542 with Interim Pacific Enterprises LLC, a Delaware limited liability company; Agreement Number 72543 with Wareforce.com, Inc., a Nevada corporation; and Agreement Number 72545 with IsComp Systems Inc., a California corporation. Each Agreement provisioned DCFS with CATS from January 1, 2000 to December 31, 2000 with options by the Director of DCFS to extend each Agreement for up to two one-year periods

Amendment One to each of the aforementioned Agreements clarified and exercised the first option renewal period from January 1, 2001 to December 31, 2001 and updated the name of the County's Project Director. On December 1, 2001, the Director of DCFS exercised the second option renewal period from January 1, 2002 to December 31, 2002 for all of the aforementioned Agreements.

Agreement Number 72542

On July 7, 2000, Interim Pacific Enterprises LLC changed their name to Spherion Pacific Enterprises LLC. A change notice reflecting this name change has been executed pursuant to Subsection 2.8.1 of the Agreement.



The Honorable Board of Supervisors  
November 26, 2002  
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Agreement Number 72543

On July 30, 2002, your Board approved Amendment Two to Agreement Number 72543 and consented to the assignment of the contract from Wareforce.com, Inc. to Richard Fu.

Agreement Number 72545

Other than Amendment One, there have been no other changes or amendments to Agreement Number 72545.

With the execution of these extensions, the three Agreements will contain the County required language for Events of Default, Insurance Coverage Requirements, Contractor Responsibility and Disbarment, Use of Recycled Paper, Child Abuse Prevention Reporting, Community Business Enterprise Program, and Compliance with Jury Services Program.

**CONTRACTING PROCESS**

DCFS has determined that the Living Wage Program (County Code Chapter 2.201) does not apply to the recommended Agreements since each is temporary and accordingly not subject to the provisions of Prop A and its implementing ordinance, County Code Chapter 2.121.

**IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of the Amendments will prevent disruption of use of CWS/CMS and other computer-applications and allow DCFS the time necessary to accomplish the transition from contract services to in-house staff.

Extension and execution of the Amendments will not result in the unauthorized disclosure of confidential information and is in full compliance with all Federal, State and County regulations.

**CONCLUSION**

Upon approval and execution by your Board, it is requested that the Executive Office/Clerk of the Board send one (1) copy of the adopted Board Letter and one (1) copy of each executed Amendment and Agreement to:

1. Department of Children and Family Services, Bureau of Information Services, Contract Manager, 4060 Watson Plaza Drive, Lakewood, California 90712.

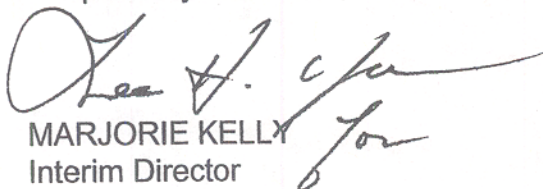
The Honorable Board of Supervisors  
November 26, 2002  
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2. Department of Children and Family Services, Contract Management Services, 425 Shatto Place, Room 205, Los Angeles, California 90020.
3. Office of the County Counsel, Children's Services Division, Kathleen D. Felice, Senior Deputy County Counsel, 201 Centre Plaza Drive, Monterey Park, California 91754-2143.
4. Office of the County Counsel, Hall of Administration, Room 606, John L. Geiger, Senior Deputy County Counsel, 500 W. Temple Street, Los Angeles, California 90012.

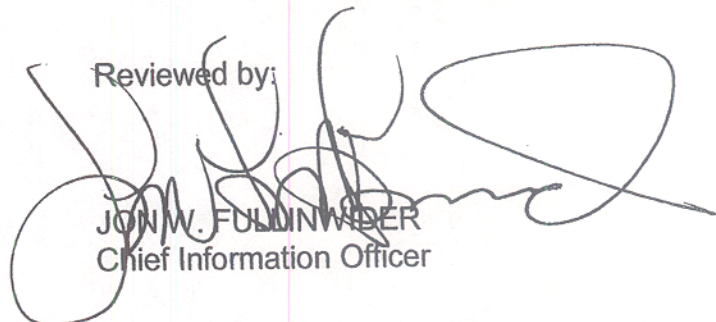
It is requested that the Executive Office/Clerk of the Board send one (1) copy of the adopted Board Letter and the applicable executed Amendment or Agreement to:

1. Amendment Two to Agreement Number 72542: Spherion Pacific Enterprises LLC, Attn. Wayne Mincey, President, and Sean Ebner, Managing Director, 10 Universal City Plaza, Suite 1740, Los Angeles, California 91608.
2. Amendment Three to Agreement Number 72543: Richard Fu, 5601 East Slauson Avenue, Unit 203, Commerce, California 90040.
3. Amendment Two to Agreement Number 72545: IsComp Systems, Inc., Attn. Ted Davis, President, 5777 West Century Boulevard, Suite 560 Los Angeles, California 90045

Respectfully submitted,

  
MARJORIE KELLY  
Interim Director

Reviewed by:

  
JON W. FULMINWIDER  
Chief Information Officer

MK:sd

Attachments (3)

c: Chief Administrative Office  
County Counsel  
Auditor-Controller



## CIO ANALYSIS

**REQUEST BY THE DEPARTMENT OF CHILDREN AND FAMILY SERVICES (DCFS) TO:  
APPROVE AMENDMENTS TO THREE (3) SEPARATE PERSONAL SERVICES  
AGREEMENTS (NUMBERS 72542, 72543 & 72545) EXTENDING CURRENT CONTRACT  
EXPIRATION DATES UNTIL JUNE 30, 2003, AND INCREASING MAXIMUM CONTRACT  
SPENDING LIMITS BY A COMBINED AMOUNT OF \$1,416,192**

<b>CIO RECOMMENDATION:</b>	<input checked="" type="checkbox"/> <b>APPROVE</b>	<input type="checkbox"/> <b>APPROVE WITH MODIFICATION</b>
	<input type="checkbox"/> <b>DISAPPROVE</b>	

**Contract Type:**

<input type="checkbox"/> <b>New Contract</b>	<input checked="" type="checkbox"/> <b>Contract Amendment</b>	<input checked="" type="checkbox"/> <b>Contract Extension</b>
<input type="checkbox"/> <b>Sole Source Contract</b>		

<b>New/Revised Contract Term:</b>	<b>Base Term: 6 Months</b> Jan. 1, 2003 - June 30, 2003	<b># of Option Yrs: <u>None</u></b>
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**Contract Components:**

<input type="checkbox"/> <b>Software</b>	<input type="checkbox"/> <b>Hardware</b>	<input type="checkbox"/> <b>Telecommunications</b>
<input checked="" type="checkbox"/> <b>Professional Services</b>		

**Project Executive Sponsor:** Marjorie Kelly, DCFS Interim Director

**Budget Information :**

<b>Total Authorized under the Contract, incl. previous extensions</b>	\$ 8,187,432
<b>Total Contract Expenditures-to-Date (Through 9/30/02)</b>	\$ 6,743,395
<b>2002 Authorized Contract Amount</b>	\$ 2,855,136
<b>2002 Contract Expenditures-to-Date (Through 9/30/02)</b>	\$ 1,884,455
<b>Requested Contract Amount for these Amendments:</b>	<b>\$ 1,416,192</b>
Agreement # 72542 - \$ 585,648	
Agreement # 72543 - \$ 358,440	
Agreement # 72545 - \$ 472,104	

**Project Background:**

Yes	No	Question
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<b>Is this project legislatively mandated?</b> Although technically not legislatively mandated, the systems and applications supported by the services provided by the contractor are mandated under Welfare and Institutions Code 16501.5. and must be supported.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>Is this project subvented? If yes, what percentage is offset?</b> Each of these agreements is subvented by State and federal funding totaling 87% of the entire amount, with the County funding the remaining 13%.



**Strategic Alignment:**

Yes	No	Question
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project in alignment with the County of Los Angeles Strategic Plan?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project consistent with the currently approved Department Business Automation Plan? Goal 1 – Service Excellence and Goal 4 – Fiscal Responsibility
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Does the project's technology solution comply with County of Los Angeles IT Directions Document?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Does the project technology solution comply with preferred County of Los Angeles IT Standards?

**Project/Contract Description:**

These contract amendments provide for an additional six (6) months beyond their current expiration dates of December 31, 2002, through June 30, 2003. Each amendment supplements the current maximum contract amount for the respective agreement. The amendments are necessary to ensure continuation of technical support services in order to maintain access to the Child Welfare Services Case Management System (CWS/CMS) applications and other computer related operations and tasks. As a long-term strategy, DCFS will be transitioning the responsibility for the provision of these services to in-house staff, which explains why these amendments are for only 6 months.

**Background:**

On December 7, 1999, the original agreements addressed in this Board Letter were approved providing for computer assistant technician (CAT) services to DCFS to support CWS/CMS and other computer-related operations and tasks. As a result of contract amendments and the exercise of contract options by the County, these agreements remain in effect through December 31, 2002.

Over the entire terms of these contracts to-date, the following additional activity has occurred:  
Agreement Number 72542

On July 7, 2002, the original contractor Interim Pacific Enterprises LLC changed its name to Spherion Pacific Enterprises LLC, who continues as the current service provider under this agreement.

Agreement Number 72543

On July 30, 2002, Amendment Two to this agreement was approved, assigning the contract from its original contractor, Wareforce.com, Inc to Richard Fu. Richard Fu continues as the current service provider under this agreement.

Agreement Number 72545

The original contractor on this agreement, IsComp Systems, Inc., remains as the current contractor and the only amendment to this agreement was Amendment One that extended the agreement through December 31, 2002.



**Project Justification/Benefits:**

These contract amendments are necessary to ensure that DCFS' staff continues to receive uninterrupted computer services support to maintain access to the CWS/CMS applications and other computer-related operations beyond the current contract expiration dates. This will allow DCFS to transition to its longer-term strategy to provide these services through in-house staff. DCFS has determined that the length of time required to effectively accomplish this transition will coincide with the additional 6-month extension being requested.

If these services can be transitioned to in-house staff prior to the expiration of the requested 6-month extensions, each of these agreements will be terminated under the agreements' termination for convenience provisions.

**Project Metrics**

All contractors' work will be closely monitored by DCFS to ensure that the assigned CAT staff maintains pre-established response times and standards for documents, e-mail and Help Desk tickets.

**Impact If Proposal Is Not Approved**

If not approved and the current agreements are allowed to expire, computer-related support services to DCFS will be interrupted. This interruption in service could cause irreparable harm to DCFS' ability to process and manage their cases and result in severe consequences on the welfare and well being of the foster children under DCFS care and supervision. DCFS has made the decision to transition the provision of these services to in-house staff within the ensuing 6-months, which is the period of time being requested for these contract extensions.

DCFS has not yet received State and federal approval to incur these expenditures. However, the State of California Health and Human Services Department (HHSDC) has informally advised DCFS that they are supportive of this request and are expecting approval by the Federal Administration for Children and Families (ACF) by December 15, 2002 (see attached e-mail).

This office has been advised by DCFS that they will not proceed with these contract extensions until the appropriate State and federal approvals are obtained. Should that not occur prior to December 31, 2002, DCFS plans to provide these services through the use of in-house staff. DCFS is confident that the approvals will be obtained prior to the termination of the existing agreements as supported by HHSDC's informal advisement as reflected in the attached e-mail dated November 3, 2002 from HHSDC to DCFS.

**Alternatives Considered:**

After considerable deliberation, DCFS has determined that in-house staff could effectively assume responsibility for these services, but the time necessary to accomplish that transition requires that these agreements be extended.

Doing without these services until the transition process is concluded is also not a viable alternative since the risks to the safety of the foster children managed under the CWS/CMS are far too great, should CWS/CMS fail to function properly.



**Project Risks:**

The risks attendant to approving these amendments are minimal in that each of the contractors operating under the current agreements has performed the required tasks for a considerable period of time and have performed well within required standards. Extending these agreements for an additional 6 months, while a transition to in-house service provision can be effectively concluded presents the least amount of risk feasible.

**Risk Mitigation Measures:**

None

**Financial Analysis:**

The total additional contract amounts being requested under these agreements equal \$1,416,192. Of that amount, the federal government funds 55% or \$778,906; the State funds 32% or \$453,181 leaving a County obligation of 13% or \$184,105. The entire amount of this funding is included in the Department's FY 2002-03 Adopted Budget.

**CIO Concerns:**

The State and Federal government have not yet approved funding for the identified contract extensions. While approval is anticipated prior to having exercised these agreements, the Board should ensure that their approval is contingent upon State and Federal funding.

**CIO Recommendations:**

Approve

**CIO APPROVAL**

Date Received: November 26, 2002

Prepared by: Earl S. Bradley

Date: November 26, 2002

Approved: 

Date: 11-26-02



## SAVINGS RESULTING FROM ELIMINATION OF CAT CONTRACT

	Full Scope of Work Contract Cost	Reduced # of CATS	Cost of Reduced Scope of Work Contract Plus In-House Staff			Gross Cost Savings	Net County Cost Savings **
			Contract	In-House	Total		
Jan 03	306,280	45	241,800	-	241,800	64,480	8,382
Feb 03	306,280	40	214,933	-	214,933	91,347	11,875
Mar 03	306,280	30	162,017	29,880	191,897	114,383	14,870
Apr 03	306,280	15	81,009	64,140	145,149	161,131	20,947
May 03	306,280	-	-	81,270	81,270	225,010	29,251
Jun 03	306,280	-	-	240,512	240,512	65,768	8,550
<b>02-03 Costs</b>	<b>1,837,680</b>		<b>699,759</b>	<b>415,802</b>	<b>1,115,561</b>	<b>722,119</b>	<b>93,875</b>
Jul 03	306,280	-	-	240,512	240,512	65,768	8,550
Aug 03	306,280	-	-	240,512	240,512	65,768	8,550
Sep 03	306,280	-	-	240,512	240,512	65,768	8,550
Oct 03	306,280	-	-	240,512	240,512	65,768	8,550
Nov 03	306,280	-	-	240,512	240,512	65,768	8,550
Dec 03	306,280	-	-	240,512	240,512	65,768	8,550
Jan 04	306,280	-	-	240,512	240,512	65,768	8,550
Feb 04	306,280	-	-	240,512	240,512	65,768	8,550
Mar 04	306,280	-	-	240,512	240,512	65,768	8,550
Apr 04	306,280	-	-	240,512	240,512	65,768	8,550
May 04	306,280	-	-	240,512	240,512	65,768	8,550
Jun 04	306,280	-	-	240,512	240,512	65,768	8,550
<b>03-04 Costs</b>	<b>3,675,360</b>		<b>-</b>	<b>2,886,144</b>	<b>2,886,144</b>	<b>789,216</b>	<b>102,598</b>

Total Savings

1,511,335

196,473

\*\*Net County Cost Savings = 13% of Gross Cost Savings

**NOTES:**

(a)		3,675,364	annual contract cost based on 57 CATS
		<u>12</u>	
		306,280	monthly contract cost based on 57 CATS
(b)	Jan 03	306,280	monthly contract cost for 45 CATS
		<u>45</u>	
		241,800	monthly contract cost per CAT
(c)	Feb 03	306,280	monthly contract cost for 40 CATS
		<u>40</u>	
		214,933	monthly contract cost per CAT
(c)	Mar 03	307,833	monthly contract cost for 30 CATS
		<u>30</u>	
		162,017	monthly contract cost per CAT
(d)	Apr 03	307,833	monthly contract cost for 15 CATS
		<u>15</u>	
		81,009	monthly contract cost per CAT



**COST OF CAT CONTRACT STAFF BROUGHT IN-HOUSE****Monthly Salary Effective:****Oct 1 02**

	Salary Only	S&EB-Sal Svgs
DSA I	4,808.00	5,710.00
DSA II	5,165.09	6,134.00
DSC	6,290.64	7,470.00
DSS I	6,290.64	7,470.00
DSS II	7,150.82	8,492.00
DSS III	7,681.27	9,122.00

Salary Savings:

5%

Benefits: 25%

**Cost of In-House Staff**

	DSA I		DSA II		DSC		DSS I		DSS II		DSS III		Total	
	# Positions	Cost	# Positions	Cost	# Positions	Cost	# Positions	Cost	# Positions	Cost	# Positions	Cost	# Positions	Cost
Jan 03	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Feb 03	-	-	-	-	-	-	-	-	-	-	-	-	4	29,880
Mar 03	-	-	-	-	4	29,880	-	-	-	-	-	-	10	64,140
Apr 03	6	34,260	-	-	4	29,880	-	-	-	-	-	-	13	81,270
May 03	9	51,390	-	-	4	29,880	-	-	-	-	-	-	37	240,512
Jun 03	9	51,390	17	104,278	4	29,880	5	37,350	1	8,492	1	9,122	37	240,512
<b>02-03 Costs</b>		<b>137,040</b>		<b>104,278</b>		<b>119,520</b>		<b>37,350</b>		<b>8,492</b>		<b>9,122</b>		<b>415,802</b>
Jul 03	9	51,390	17	104,278	4	29,880	5	37,350	1	8,492	1	9,122	37	240,512
Aug 03	9	51,390	17	104,278	4	29,880	5	37,350	1	8,492	1	9,122	37	240,512
Sep 03	9	51,390	17	104,278	4	29,880	5	37,350	1	8,492	1	9,122	37	240,512
Oct 03	9	51,390	17	104,278	4	29,880	5	37,350	1	8,492	1	9,122	37	240,512
Nov 03	9	51,390	17	104,278	4	29,880	5	37,350	1	8,492	1	9,122	37	240,512
Dec 03	9	51,390	17	104,278	4	29,880	5	37,350	1	8,492	1	9,122	37	240,512
Jan 04	9	51,390	17	104,278	4	29,880	5	37,350	1	8,492	1	9,122	37	240,512
Feb 04	9	51,390	17	104,278	4	29,880	5	37,350	1	8,492	1	9,122	37	240,512
Mar 04	9	51,390	17	104,278	4	29,880	5	37,350	1	8,492	1	9,122	37	240,512
Apr 04	9	51,390	17	104,278	4	29,880	5	37,350	1	8,492	1	9,122	37	240,512
May 04	9	51,390	17	104,278	4	29,880	5	37,350	1	8,492	1	9,122	37	240,512
Jun 04	9	51,390	17	104,278	4	29,880	5	37,350	1	8,492	1	9,122	37	240,512
<b>03-04 Costs</b>		<b>616,680</b>		<b>1,251,336</b>		<b>358,560</b>		<b>448,200</b>		<b>101,904</b>		<b>109,464</b>		<b>2,886,144</b>



COUNTY OF LOS ANGELES  
REQUEST FOR APPROPRIATION ADJUSTMENT

DEPT'S. No. 350

DEPARTMENT OF Children &amp; Family Services

1/29/03

## AUDITOR-CONTROLLER.

THE FOLLOWING APPROPRIATION ADJUSTMENT IS DEEMED NECESSARY BY THIS DEPARTMENT. WILL YOU PLEASE REPORT AS TO ACCOUNTING AND AVAILABLE BALANCES AND FORWARD TO THE CHIEF ADMINISTRATIVE OFFICER FOR HIS RECOMMENDATION OR ACTION.

## ADJUSTMENT REQUESTED AND REASONS THEREFOR

3 - VOTES

SOURCES:Children & Family Services  
Services & Supplies  
A01-CH-26200-2000  
\$416,000USES:Children & Family Services  
Salaries & Employee Benefits  
A01-CH-26200-1000  
\$416,000

## Justification:

This adjustment is requested to transfer the appropriation from Services and Supplies (S&amp;S) to Salaries and Employee Benefits (S&amp;EB) to cover in-house services costs from contract services. There is no Net County Cost impact.

  
 Marjorie Kelly, Interim Director

CHIEF ADMINISTRATIVE OFFICER'S REPORT

REFERRED TO THE CHIEF  
ADMINISTRATIVE OFFICER FOR—

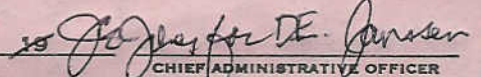
ACTION

RECOMMENDATION

APPROVED AS REQUESTED

AS REVISED

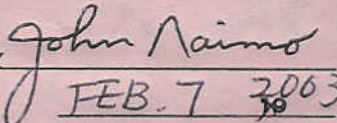
Feb 7, 2003

  
 CHIEF ADMINISTRATIVE OFFICER
APPROVED (AS REVISED):  
BOARD OF SUPERVISORS

19

AUDITOR-CONTROLLER BY

No. 150

  
 FEB 7 2003

BY

DEPUTY COUNTY CLERK

SEND 5 COPIES TO THE AUDITOR-CONTROLLER



### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTIONS**

The purpose of the recommended action is to allow DCFS to begin migrating the CAT function from contractor to in-house staff starting March , 2003. In reviewing various business options, transitioning from contractor to in-house staff was found to be the most cost-effective solution to the department's long-term computer support needs. It was also determined that DCFS should integrate the Field Technician and CAT into one function and thereby reduce the number of CAT staff from fifty-seven (57) to thirty-seven (37).

Your approval of the requested action will allow DCFS to gradually migrate from contract staff to in-house staff, while maintaining continuity of on-site computer assistant services for Children's Social Workers (CSW); and thereby achieve the following benefits: (a) lower DCFS' costs for CAT services; (b) eliminate the time and money spent repeatedly developing and getting State and Federal approval of Requests for Proposals to outsource CAT services; (c) improve the quality and consistency of our CAT's technical skills; (d) provide integrated hardware, software, and application support (a single individual will be able to address a wider range of technical problems), and (e) provide a resource pool to support DCFS' Information Technology Services (ITS) Division's organization dynamics.

### **Implementation of Strategic Plan Goals**

The recommended action is consistent with the principles of the Countywide Strategic Plan Goals as they increase DCFS Children's Social Workers usage of the statewide mandated Child Welfare Services/Case Management System (CWS/CMS) and other critical County computer applications (Goal #1-Service Excellence, Strategy #2-Design Seamless "One County" Service Delivery Systems); increase consistency and level of computer support staff's and CSWs' technical skills (Goal #2-Workforce Excellence, Strategy #1-Recruit, develop and retain dedicated and productive employees); improve CSWs' effectiveness through use of technology (Goal #3-Organizational Effectiveness, Strategy #2-Improve Internal Operations); reduce costs to provide computer support to CSWs (Goal #4-Fiscal Responsibility, Strategy #1-Manage Effectively the Resources We Have); and efficiently resolve information technology problems to ensure CSWs and other County department approved workers' access to CWS/CMS, and other integrated service computer applications (Goal #5-Children and Families' Well-Being, Strategy #1-Coordinate, Collaborate and Integrate Services for Children and Families Across Functional and Jurisdictional Boundaries).

### **FISCAL IMPACT/FINANCING**

Existing funding will be redirected from S&S to S&EB to cover the cost of migrating the CAT function to in-house staff. The attached Request for Appropriation Adjustment

reflects the redirection of \$416,000 of S&S appropriation currently budgeted for CAT contract costs to S&EB to cover the cost of the requested ordinated positions. Costs associated with both contracted and in-house staff are financed using 87% State/federal revenue and 13% net County cost. The estimated savings in FY 2002-03 as a result of the migration to in-house staff is \$722,119 with net County cost savings of \$93,875

For FY 2003-04, the estimated savings is \$789,216 gross and \$102,598 net County cost.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

DCFS has adopted the strategy of decreasing and/or eliminating Information Technology Services' dependence on CAT contractors. Our goal is to transfer technical support functions from contract personnel to in-house staff as a cost-effective solution to DCFS' long-term needs and to align with the Chief Information Office's direction. Phase I of this strategy was completed on September 30, 2002, with completion of the transition of contract network engineers and field technicians to in-house staff. [Phase II will be the transition of CATS as presented in our Board Letter dated December 17, 2002 requesting that the existing CAT Contracts be extended for six months \(Attachment 3\).](#)

Currently, CAT services are being provided by three different vendors whose contracts are due to expire on June 30, 2003. In order to ensure timely hiring of County staff, we are submitting this request for ordinated items and hiring authority.

The Chief Administrative Office (CAO) and the Chief Information Office (CIO) support this request for interim ordinated authority to fill these thirty-seven (37) positions for the remainder of FY 2002-03. Justification for inclusion for all thirty-seven (37) positions will be provided to the CAO and CIO as part of the DCFS FY 2003-04 Budget Request. Having thirty-seven (37) in-house staff to provide the needed services will enable DCFS to complete the migration away from dependence on contractors for on-site computer support.

DCFS consulted with Department of Human Resources (DHR) to determine the appropriate levels of staff required to provide these support services.

DCFS expects to fill many of the positions with information technology staff from other County departments who have been laid off due to budget curtailments. Additional candidates may come from former contractor staff. DCFS will request that DHR place a high priority on their recruitment and hiring. The plan is to have all the CAT positions filled and terminate the agreements for contract staff by the end of June 2003. As in-house positions are filled, contract staff will be decreased as shown on Attachment 2.



The Honorable Board of Supervisors  
February 5, 2003  
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The recommendation before your Board today is the result of DCFS working with its internal and external partners and has been supported by the CAO, CIO, and DHR. The CAO, DHR, County Counsel and CIO have reviewed and approved this Board Letter.

### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Approval of the ordinances will prevent disruption of DCFS CSWs' use of CWS/CMS and other critical computer applications. It will provide DCFS the time necessary to accomplish the transition from contractors to in-house staff. It will also allow DCFS to more fully integrate the delivery of our technical support services. DCFS anticipates that there will be a significant increase in the level of quality of service and improvement in the County's ability to respond to emergencies.

### **CONCLUSION**

Upon approval and execution by your Board, it is requested that the Executive Office/Clerk of the Board send one (1) copy of the adopted Board Letter to:

1. Department of Children and Family Services, Bureau of Information Technology Services, Contract Manager, 4060 Watson Plaza Drive, Lakewood, California 90712.
2. Office of the County Counsel, Children's Services Division, Kathleen Felice, Senior Deputy County Counsel, 201 Centre Plaza Drive, Suite 1 Ground Floor, Monterey Park, California 91754

Respectfully submitted,

MARJORIE KELLY  
Interim Director

MK:sd

Attachments (3)

c: Chief Administrative Office  
Chief Information Office  
Department of Human Resources